GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:209
ANSWERED ON:09.03.2000
STANDARD OF SERVICES OF AIR INDIA AND INDIAN AIRLINES
SURESH KODIKUNNIL

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there is a general perception that the Standard of Air India and Indian Airlines is not upto the mark;

(b) the steps taken by the Government to improve the standard of services of Air India and Indian Airlines;

(c) the number of direct international flights being operated by the Air India and Indian Airlines from Kerala at present;

(d) whether the Government have any proposal to start more direct international flights from airports in Kerala; and

(e) if so, the details thereof airport-wise?

Answer

THE MINISTER OF CIVIL AVIATION
(SHRI SHARAD YADAV) -
(a, (b), (c), (d) and (e) :- A statement is laid on the Table of the House.

STATEMENT IN REPLY TO LOK SABHA STARRED QUESTION NO.209 FOR 09.03.2000 REGARDING STANDARI SERVICES OF AIR INDIA AND INDIAN AIRLINES

(a) and (b)-: There is scope for improvement. Both the airlines constantly endeavour to bring about improvements in the services rendered to the passengers both on the ground and in the air. Some of the steps being taken are :

Indian Airlines

(i) Reliability of service.

(ii) Product upgrades.

(iii) Improvement in passsenger amenities.

Air India

(i) Separate Check-in counters forall class passengers.

(ii) Facility of Tele check-in for First class passengers.

(iii) Facility of pre-selecting a seat.

(iv) Facility of through chech=in on code-share flights.

(v) Facility of worldwide baggage tracing service.

(vi) Compensation of lost/damaged baggage in line with the leading airlines of the world.

(vii) Computerised check-in at most Indian Airports.

In addition to above, both the airlines have launched a joint frequent flyer programme called the` Flying Returns` which enables the members to accrue/redeem the mileage points for their travel on both the airlines.

(c): At present, Air India and Indian Airlines are operating 17 and 32 international flights respectively from Kerala. In addition to above, both the airlines are also operating 12 Joint Venture flights from Kerala.

(d) and (e) : Due to capacity constraints, at present, Air India is not in a position to mount any additional international flights from

Kerala. However, Indian Airlines has plans to operate the following international flights to/ from the airports in Kerala :-

Hyderabad-Cochin-Doha. Trivandrum-Sharjah.